

## **Office of City Auditor 2011 Work Program (as of April 2011)\***

**\*Note: the Office of City Auditor will revise its work program during the year if higher priority projects are identified.**

- Review of the City's Anti-Litter Programs
- Risk Management Best Practices
- Office of City Auditor Audit Recommendation Follow-up Report
- Seattle Public Utilities and Seattle City Light Customer Account Adjustments
- Multi-Family Tax Exemption Program
- Seattle Police Department Crime Analysis
- Leasehold Excise Tax
- Seattle Public Utilities /Seattle City Light Combined Billing Processes (Note: this will likely consist of several audits, e.g., credit and collections, customer service, billing, payment processing.)
- Office of City Auditor Implementation of ACL Data Mining Software
- Implementation of Cash Handling Questionnaire
- Seattle Public Utilities Residential Solid Waste Revenue Cycle
- Seattle City Light Audits (Note: this covers many different potential audits)